



STATE OF MAINE
PUBLIC UTILITIES COMMISSION

Mark A. Vannoy
CHAIRMAN

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CASD MEMO No. 2017-09

To: All Electric and Gas Utilities

From: Shawn C. Brooks, *Shawn C Brooks*
Senior Consumer Assistance Specialist
Consumer Assistance & Safety Division (CASD)

Date: October 3, 2017

Re: Chapter 815 § 10 (L)(5)

Pursuant to Chapter 815 § 10 (L)(5), all electric and gas utilities must, by November 15 each year, mail an informational packet to each residential customer that was disconnected for non-payment between April 16 (the end of the previous winter period) and October 15, who was not subsequently reconnected by November 1, that includes:

- a. the address and telephone number of the utility;
- b. the overdue amount or other reason for the disconnection;
- c. the requirements for reconnection;
- d. the existence of the utility's LIAP (if it has one) and procedures for enrollment;
- e. the procedure for residential customers to declare a serious medical condition;
- f. the existence of the utility's oxygen pump assistance program (if it has one) and procedures for enrollment pursuant to Chapter 314;
- g. a copy of the customer's rights during the winter period, pursuant to section 10(M)(5)(b);
- h. the customer's right to bring any unresolved disputes to the CASD; and
- i. the CASD's toll-free consumer telephone number, as well as its mailing and email addresses.

The informational packet must be mailed to the last known mailing address of the customer.

The purpose of this CASD Memo is to remind all electric and gas utilities of this Chapter 815 requirement. Please contact me at (207) 287-4974 ext. 2005, if you have any questions.

SB/kp